



Town of Arlington  
Department of Health and Human Services  
Office of the Board of Health  
27 Maple Street  
Arlington, MA 02476

Tel: (781) 316-3170  
Fax: (781) 316-3175

**MEMO**

To: Arlington Business Owners  
From: Natasha Waden, Public Health Director  
Date: December 18, 2020  
RE: Revised Safety Standards: Retail Business

---

Due to the statewide rollback to Phase III, Step I, revisions to the Retail Business Safety Standards were made to provide instructions to help protect against the spread of COVID-19. The revised safety standards were effective as of December 13, 2020.

- Each business must monitor customer entries and exits and limit occupancy to:
  - 40% of the building's maximum permitted occupancy
  - Buildings with no permitted occupancy may allow up to 9 persons per 1,000 square feet of accessible space
  - All counts and calculations shall include customers, staff and other workers
- Ensure separation of 6 feet or more between individuals
  - Install barriers for checkout stations where possible
  - Mark rooms and hallways to indicate 6 feet separation
- Facilities must screen workers at each shift by ensuring the following:
  - Worker is not experiencing any [symptom of COVID-19](#)
  - Worker has not had close contact with an individual diagnosed with COVID-19
  - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
- Workers and customers are required to wear face coverings in accordance with the [Massachusetts face covering order](#)
- Self-serve, unattended buffets, topping bars, and other communal serving areas must remain closed.
- Grocery stores and retail stores with a pharmacy department must provide dedicated hours which include at least one hour each day of operation, in the early morning, for adults 60 years of age or older.

Revised [Safety Standards, Protocol Summary, and checklist may be found here](#).

The Arlington Health Department also encourages businesses to reduce areas where customers may gather by:

- Removing or closing off tables, bar and counter areas for customer use
- Removing any seating area for customer use
- Placing signage reminding customers to avoid gathering and maintain 6 feet distance

For questions regarding this matter, please contact the Health Department at (781) 316-3170.